

WorkSource Information Notice (WIN)

Workforce & Career Development Division

Policy-related | Fiscal | Performance | Q&A | Other

Number: WIN – 0031 Change 1

Date: July 25, 2013

Expiration Date: N/A

TO: Workforce Development System Partners

FROM: Amy L. Smith, Director of Policy, Program Administration & Technical Assistance

SUBJECT: Participant Exit After Successful Placement in Employment

Purpose:

To clarify WIA case managers' responsibilities when exiting participants who have been placed into employment and to ensure federal guidelines are followed when follow-up services are delivered.

Change 1 to WIN 0031 announces changes to the Services Catalog and provides additional guidance regarding the proper use of the follow-up supportive service.

Action Required:

WDCs and their contractors, as well as Employment Security Area Directors, should distribute this guidance broadly throughout the system to ensure that WorkSource System staff are familiar with the content and requirements.

Change 1 to this WIN requires that WIA staff use the *FOLLOW-UP < POST-PROGRAM SUPPORT SERVICES* service to represent when a supportive service is given to WIA participants who are receiving Follow-Up services after exiting participation.

The first iteration of WIN 0031 required local areas to establish appropriate procedures and training to ensure that all staff understand and comply with WIA requirements for properly exiting individuals from program participation. Each area was required to deliver training to make staff aware of the federal guidelines and the [Services Catalog](#). Local areas must document that the training has taken place and what was covered.

WDC staff should contact LMEA's System Performance Director if they require assistance. LMEA's System Performance unit will review SKIES data on a quarterly basis for compliance with the regulations.

Summary:

a. WIA Requirements and the DOL Finding:

The DOL Comprehensive Review identified that WIA and TEG 17-05 exiting guidelines are not being followed consistently in Washington state. The DOL finding requires that the state ensure guidelines are followed statewide. Below is an excerpt from the finding:

Case managers are maintaining participation following successful job placement to ensure that a

participant maintains employment. While on site the reviewers discussed with local staff the requirement that an exit take place after 90 days without a service. The assurance of maintaining employment could occur during that 90 day period and there is no advantage to circumventing the program exit.

In most cases, once a participant has successfully achieved their employment goal, only follow-up services should be delivered. Post-employment follow-up services are designed to ensure job retention, wage gains, and career progress and do not count as a service that would extend the participation period.

By delaying the exit of successfully placed participants, local areas are at risk of losing positive outcomes for Common Measures, as well as losing the timely capture of successful participants in the federal reports. SKIES data indicates that compliance with federal guidelines is an issue statewide. LMEA's System Performance unit estimates that up to **34%** of WIA Adult and Dislocated Worker participants served during PY11 had their exit extended inappropriately.

b. Proper use of the Follow-Up Supportive Service

The SKIES Services Catalog includes 10 different supportive services to reflect the delivery of these services to WIA customers, but only one of these services functions as intended by not extending exit during follow-up. On July 1, 2013 LMEA's System Performance unit released the quarterly WIA Exit Extension report for current exiters from PY12 Q3 (January – March 2013). It was clear after reviewing the data that the nine supportive services available within SKIES were the primary reason for exit extension. DOL allows supportive services to be provided during follow-up, and a follow-up supportive service is available in SKIES that does not extend exit.

The additional detail provided by the nine supportive services is not required by DOL and does not add value to SKIES reports. The Services Catalog will be updated on August 12, 2013 to remove these unnecessary supportive services and to add two services that represent supportive services given during program participation. See [Attachment A](#) for a list of these services.

System Performance compared two PY12Q3 extended exit reports, one that included Supportive Services and one that didn't. The existence of the additional supportive services increased the percentage of exits extended by almost 5%. See [Attachment B](#) to review these extended exit reports.

References:

- [WIA 101\(34\) and 134 2\(K\)](#)
- [TEGL 17-05 : Common Measures](#), Section 6(B)1
- [Washington State SKIES Services Catalog](#)

Website:

http://www.wa.gov/esd/1stop/policies/state_guidance.htm

Direct Inquiries To:

For Questions Regarding this WIN:

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For Other Policy-Related Inquiries:

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Attachments:

[Attachment A](#) – Supportive Services in the Services Catalog

[Attachment B](#) – PY12Q3 Extended Exit Reports

Attachment A – Supportive Services in the Services Catalog

1. The Services Catalog will be updated on August 12, 2013 to remove the following supportive services:

Service Name
SUPPORTIVE SERVICES - CLOTHES
SUPPORTIVE SERVICES - COUNSELING: PERSONAL, FINANCIAL OR LEGAL
SUPPORTIVE SERVICES - FAMILY CARE
SUPPORTIVE SERVICES - FOOD/MEALS
SUPPORTIVE SERVICES - HEALTH CARE
SUPPORTIVE SERVICES - HOUSING/RENTAL ASSISTANCE
SUPPORTIVE SERVICES - OTHER
SUPPORTIVE SERVICES - TOOLS AND EQUIPMENT
SUPPORTIVE SERVICES - TRANSPORTATION

2. Effective August 12, 2013, the following Supportive Services will be available within the SKIES to represent supportive services given during program participation.

Service Name
PROGRAM SUPPORT SERVICES (OTHER)
PROGRAM SUPPORT SERVICES (TRANSPORTATION)

NOTE: WIA staff should use the FOLLOW-UP < POST-PROGRAM SUPPORT SERVICES service to represent when a supportive service is given to WIA participants who are receiving Follow-Up services after exiting participation.

Attachment B – PY12Q3 Extended Exit Reports

WIA Exit Extension for PY12 Q3					WIA Exit Extension for PY12 Q3 without Support Services				
WDA	WIA Exits	*Extended Exit	Percent Extended	Average Days Exit Extended	WDA	WIA Exits	*Extended Exit	Percent Extended	Average Days Exit Extended
Benton-Franklin	48	16	33.33%	35.00	Benton-Franklin	48	2	4.17%	51.67
Eastern Washington	30	5	16.67%	4.83	Eastern Washington	30	1	3.33%	22.00
North Central	63	5	7.94%	22.00	North Central	63	5	7.94%	22.00
Northwest	39	2	5.13%	37.00	Northwest	39	1	2.56%	64.00
Olympic	32	3	9.38%	12.33	Olympic	32	0	0.00%	0.00
Pacific Mountain	55	5	9.09%	26.71	Pacific Mountain	55	4	7.27%	20.17
Seattle - King County	155	8	5.16%	28.08	Seattle - King County	155	1	0.65%	1.00
Snohomish	101	0	0.00%	0.00	Snohomish	101	0	0.00%	0.00
South Central	38	1	2.63%	50.00	South Central	38	0	0.00%	0.00
Southwest Washington	101	4	3.96%	4.80	Southwest Washington	101	2	1.98%	8.50
Spokane	66	6	9.09%	30.50	Spokane	66	3	4.55%	29.67
Tacoma - Pierce	50	3	6.00%	49.17	Tacoma - Pierce	50	2	4.00%	43.60
STATE	778	58	7.46%	28.77	STATE	778	21	2.70%	29.25

*indicates the number of participants who received a statewide service (excluding Follow-up) from the WIA program within 90 days of job placement.

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Top 3 Services Extending Exit Statewide
SUPPORTIVE SERVICES - TRANSPORTATION
SUPPORTIVE SERVICES - CLOTHES
SUPPORTIVE SERVICES - OTHER

Top 3 Services Extending Exit Statewide
JOB SEARCH AND PLACEMENT ASSISTANCE
ON-THE-JOB TRAINING
INTENSIVE SERVICES - WIA

NOTE: Current Exit Extension reports can be found at [System Performance's Data Integrity](#) web page.